



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION OFFICE ASSISTANT HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under close supervision, this position performs routine to responsible administrative duties for various bureaus within the Department of Human Services. Reports to the Staff Supervisor.

There are two (2) levels of Office Assistant distinguished by the level of work performed and the level of experience of the employee.

ESSENTIAL JOB FUNCTIONS

Performs routine administrative support work; retrieves or enters routine data; compiles bid specifications; types, proofreads and edits correspondence; maintains, logs, charts, and related technical documents for files; scans and catalogs documentation; and maintains a variety of inventories to include plotter and printer supplies, archived documentation, etc.

Answers telephone; ascertains nature of call and refers to appropriate individual or provides appropriate assistance based on knowledge of situation or researches to obtain more complete information; processes incoming and outgoing mail; and may be responsible for compiling and recording monthly statistical information.

Operates standard office equipment to include computers, copiers, fax, and scanners.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Office Administration - Knowledge of office systems, practices, procedures and administration. Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.
- Customer Service - Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- **Computer Skills** – Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.

REQUIRED ABILITIES

- **Communication** – Ability to communicate effectively verbally and in writing so others will understand. Ability to listen and understand information and ideas being presented verbally and in writing. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner.
- **Time Management** – Ability to plan and organize daily work routine. Ability to establish priorities for the completion of work in accordance with sound time-management methodology.

EDUCATION AND EXPERIENCE

Office Assistant I - Requires a high school diploma or an equivalent combination of education and experience.

Office Assistant II - Requires a high school diploma and 1 year of related administrative support experience or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.